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Group Art Unit: 2771

Applicants : Robert R. BUSHEY et al.

Appl. No. : 09/578,723

Examiner:

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS
AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner of Patents
Washington, DC 20231

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Sir :


In accordance with the duty of disclosure under 37 C.F.R. §1.56, §1.97-1.98, and supplemental to the Information Disclosure Statement filed on April 13, 2001, Applicants hereby call the following information to the Examiner's attention:

A PCT International Preliminary Examination Report, issued on July 13, 2001 for International Application No. PCT/US00/14468. Applicants note that the reference discussed therein (i.e., U.S. Patent No. 5,848,396 to GERACE, issued on December 8, 1998) was previously submitted in an Information Disclosure Statement filed in the instant application on November 29, 2000, and thus a copy of this document is not attached herewith. However, a copy of the PCT International Preliminary Examination Report is attached for the convenience of the Examiner.

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Should there be any questions, the Examiner is invited to contact the undersigned at the below-listed number.

Respectfully submitted,
Robert R. BUSHEY et al.


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August 20, 2001
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